



	<p>supervisors will receive ongoing training in disability awareness, including functional and cultural issues in Deaf, hard-of-hearing, late deafened and speech disabled communities, ethics and confidentiality.</p> <p>(IFB p. 43)</p>	<p>customer feedback, call monitoring, or Quality Monitoring, that a STS CA's hearing or speech discrimination ability has diminished, the CA will be removed from STS call handling assignments until a hearing acuity test can be administered. In addition to the above, all ROs and STS CAs handling calls in Spanish must demonstrate skills in Spanish grammar and spelling at a minimum of a 12<sup>th</sup> grade level.</p>	<p>Nordia's initial training program includes a module on Business Language. In that module the components of business language presented to CA's are: 1) Business Vocabulary and Grammar; 2) Tone of Voice; 3) Articulation which includes clarity; 4) Rate of Speech; and 5) Questioning.</p> <p>Several learning activities with call simulations are conducted to focus on the development of business language. The capacity level of CA's to use a business language including speaking clearly and in an articulate manner is tested with an observation grid addressing all the components. This requirement is a key service indicator measured for each CA throughout each month through distance or side-by-side quality monitoring.</p>	<p>Verizon's CRS RO applicants must demonstrate a minimum typing speed of 60 words per minute using an oral-to-type test prior to receiving an offer of employment. Verizon exceeds this requirement in that RO typing speed is tested again at 3 months of hire, and annually thereafter to ensure continued compliance with the 60 words per minute requirement. Verizon exceeds this requirement in that it does not incorporate technological aids in testing RO typing speed.</p> <p>The CRS scope of service does not currently include VRS. In providing VRS as a separate product from CRS, however, all of Verizon's VRS interpreters possess national interpreter certification as a means of demonstrating their ability to interpret effectively, both receptively and expressively.</p>	<p>Please review Appendix B for a quality grid example.</p>
	<p>64.604: Operational Standards:</p> <p><b>Confidentiality and Context</b></p> <p>(i) CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception of STS CAs, form keeping records of the content of any conversation beyond</p>	<p><b>Confidentiality</b></p> <ol style="list-style-type: none"> <li>All calls made through CRS should be totally confidential with no written or electronic script kept beyond the duration of the call. No information can be revealed except for billing purposes.</li> <li>Operators must sign a pledge of confidentiality.</li> </ol>	<p>CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.</p> <p>Sprint CAs are prohibited from disclosing any call content.</p>	<p>CapTel CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.</p> <p>STS CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim.</p> <p>STS CAs are permitted to retain info from a call in order to facilitate the completion of consecutive subsequent calls.</p>	<p>Nordia understands that total confidentiality is paramount to the overall quality and success of a relay operation, ultimately leading to the credibility and reputation of the service provider. Only those that have signed the agreement of confidentiality are allowed in the call center area. In accordance with FCC regulations and State agreements, all information provided for the set up, including the customer database and any branding or profile information remains confidential and cannot be used for any</p>

	<p>the duration of the call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user.</p> <p>(ii) CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless the user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object.</p>	<p><b>3. If the user is in a life-threatening situation, or creates one, names and other details my only be disclosed to supervisors to solve the problem.</b></p> <p><b>4. People other than the operator listening to calls are prohibited, except for training or monitoring purposes, or other CPUC or DDTPAC authorized purposes.</b></p> <p><b>5. Providers must develop a confidentiality policy.</b></p> <p><b>6. An operator or supervisor who, after investigation is found to have violated confidentiality rules shall be terminated immediately.</b></p> <p><i>(IFB p. 46)</i></p> <p>No records of call content are kept after the inbound/originating call is terminated (with the exception of those records retained of an STS customer for the completion of subsequent calls). CAs are prohibited from intentionally altering a relay conversation and to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call.</p> <p>No records of call content are kept after the inbound/originating call is terminated (with the exception of those records retained of an STS customer for the completion of subsequent calls). CAs are prohibited from intentionally altering a relay conversation and to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call.</p> <p>Nordia's Code of Ethics clearly deals with the pledge of confidentiality. This is in conjunction with the California Relay Service Confidentiality Agreement. The total confidentiality issue is an extremely important part of recruiting, hiring, training, ongoing coaching and quality monitoring programs. It is also clearly identified in the CA's job profile. In the very likely eventuality that a potential breach of confidentiality occurs, it can be identified by way of our employees reporting their suspicion, quality monitoring or formal complaint. In any event, all reported potential cases are fully investigated. Should a breach be proven, the CA or other personnel would be immediately terminated and depending on the level of information divulged, could be criminally charged. Each employee understands that they contribute to our long term success and that they are "Ambassadors" of Nordia's reputation and credibility.</p> <p>CAs shall not discuss among them or</p>
	<p>CA relay calls verbatim and do not alter relayed conversation.</p>	<p>During the annual merit reviews, each CA reviews the confidentiality and code of ethics with his/her team supervisor.</p>
		<p>Verizon's ROs and STS CAs are prohibited from intentionally altering a relayed conversation and, to the extent it is not inconsistent with federal, state or local law regarding use of telephone facilities for illegal purposes, ROs relay the entire conversation verbatim unless the caller specifically requests interpretation of a call to ASL or summarization of call content. CA STS CAs facilitate the call of an STS user unless requested</p>

			<p>otherwise, without interfering with the independence of the STS user, and enabling the caller to maintain control of the conversation.</p>	<p>with their Team Managers any names or specifics of any relay call, except in instances of resolving a complaint. CA's may discuss the general situation they need assistance with in order to clarify how to process a particular type of relay call. CA's shall be trained to ask questions about procedures without revealing specific information that will identify the parties on the call.</p>
			<p><b>64.604: Operational Standards: Types of Calls (Checklist)</b></p> <p>Consistent with the obligations of common carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls.</p>	<p>CapTel users dial sequential calls directly therefore there is no way for a CapTel CA to refuse sequential calls or limit length of calls.</p> <p>CapTel will not refuse single or sequential inbound calls or limit the length of calls utilizing the service. If an inbound call is made to a captioned telephone user via the captioned telephone access number, set-up is automatic, and thus there is no way for a CA to refuse the call.</p> <p>CapTel is capable of handling all call types normally provided by common carriers.</p>
	<p><b>64.604: Operational Standards: 7Types of Calls (Checklist)</b></p> <p>Consistent with the obligations of common carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls.</p>	<p>1. California intralATA local and toll calls and CA intrastate inter LATA calls.</p> <p>2. Interstate calls originating or terminating in CA (not billed to DDTP)</p> <p>3. International calls originating or terminating in CA (not billed to DDTP)</p> <p>4. Calls to 800 numbers, including regionally restricted 800 numbers, and calls to business offices of local telephone companies.</p> <p>(IFB p. 40-41)</p>	<p>CAs process all calls and never prohibit sequential calls or limits length of calls.</p> <p>Sprint TRS is capable of handling all call types normally provided by common carriers</p>	<p>Nordia remains open 24 hours a day, 7 days a week for all services. Nordia's CA's are prohibited from refusing to place single or sequential calls or limiting the number of calls utilizing the relay service. Nordia provides all types of calls that are normally provided by telecommunications carriers including pay-per-call calls.</p> <p>Additional services include, standard voice, TTY, wireless devices, STS and IP (WRS). Nordia's CA's are explicitly trained to handle text-to-voice and voice-to-text, VCO, two-line VCO, VCO-to-TTY, VCO to VCO, HCO, two-line HCO, HCO-to-TTY and HCO-to-HCO calls.</p> <p>All calls normally handled by common carriers, including calls with termination that are local, intralATA, Interstate, International (where applicable) and directory assistance are available. Billing for specialty calls as well as long distance carriers of choice is available to the caller when requested.</p>

		requested through their LEC.	
64.604: Operational Standards: <i>Handling Emergency Calls</i>	Although all of California is covered by 911 emergency communications centers prepared to handle TTY calls directly, providers must establish procedures for handling and referring emergency calls. <i>(IFB p. 41)</i> (DDTP later amended the E911, see 2 <sup>nd</sup> Amendment to the Master Agreement.)	Via E911 database, Sprint automatically and immediately connects the caller to an appropriate PSAP.	Verizon complies. Verizon's CRS platform automatically identifies the caller's PSAP by cross-referencing the caller's ANI with the associated PSAP contained in the emergency database. The emergency database is updated on a continuous basis, and is one of the most comprehensive and up-to-date emergency databases in use today. When an emergency call request is originated from a cell phone the caller is prompted to provide a physical location. The system then looks up and dials out the associated PSAP number as opposed to calling the PSAP location associated with the delivered ANI. When the CA initiates the emergency dialing feature the console is automatically placed in a "busy" or stand-by" mode while the outgoing call is being placed to the PSAP. This process retains the caller's ANI should the caller hang up before connecting to the PSAP and prevents the console from being available for an incoming call, which would erase the caller's ANI.
64.604: Operational Standards: <i>In Call Replacement of Operators</i>	Incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest Public Safety Answering Point (PSAP). In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.	CapTel user dials 9-1-1. Sprint will route the call directly to the most appropriate PSAP.  The 911 PSAP center will receive the caller's Automated Number Identification and Automated Locator Identification. If the call is disconnected, the 911 center will call the CapTel user back.	Nordia's CA's will answer all calls. As soon as the call is identified as being a 911 emergency, it will be immediately transferred via an automated process (pre-programmed function). Nordia has selected and entered into an agreement with the FCC and CPUC approved, Common Carrier of Nordia's choice, and establish interconnection to have this carrier determine the appropriate Public Service Answering Point (PSAP) and then route these calls for completion. The Nordia system will automatically pass the calling number and called number "911" ANI information including a special code to indicate that the call was CRS originated. Nordia CA's will ensure that the caller's telephone number is passed on to PSAP even if the calling customers disconnects before being connected.
64.604: Operational Standards: <i>Call Transfer</i>			
64.604: Operational Standards: <i>Call Replacement of Operators</i>	CAs pass along the caller's number to the PSAP when the caller disconnects prior to be connected to the emergency service.	CapTel user dials 9-1-1. Sprint will route the call directly to the most appropriate PSAP.  The 911 PSAP center will receive the caller's Automated Number Identification and Automated Locator Identification. If the call is disconnected, the 911 center will call the CapTel user back.	Nordia ensures that all CAs remain on calls for a minimum of 10 minutes (15 minutes for STS). The process includes the handing over of a Call to another CA or to a Team Manager. There are two types of transfers: The <u>Blind Transfer</u> is completed when the CA's skill-set does not match the Caller's preference, such as Spanish and/or a particular gender. The Blind transfer is done during the call set-up when the Caller's preference becomes known.
64.604: Operational Standards: <i>Operator Gender Preferences</i>	TRs or VRS call must stay with the call a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.	CapTel CAs stay on all calls for a minimum of 10 minutes.  STS CAs stay on the call for a minimum of 15 minutes.	Verizon's CRS ROs make every effort to remain on a call for the duration of the call. Should there be a need to change ROs, however, the change will not take place until the original RO has been on the call for a minimum of ten minutes for CRS calls and a minimum of fifteen minutes for STS calls.
64.604: Operational Standards: <i>Text Communication</i>	Sprint users are able to request the gender of the CA. Sprint makes every effort to satisfy this request and to maintain the same gender during transfers.	Waived	Verizon, to the extent possible, accommodates CRS users' preference for RO and STS CA gender at the beginning of the call. And if there is a change of RO or

Sprint user's requested CA gender when a call is initiated and, if a transfer occurs, at the time a call is transferred to another CA.	an operator of the gender of the caller's choice. (/FB p. 45)	STS CA, to the extent possible, the relieving RO or STS CA is of the preferred gender.	Assistant or Speech-to-Speech. The <u>Soft</u> transfer is normally done during the relay conversation when a CA goes on break/lunch or is at the end of his or her shift. The Soft transfer takes place at the workstation of the CA leaving the relay. A Soft transfer can also be done when a Caller asks to escalate a complaint to a Team Manager. Complaint escalations are handled by Team Managers.
34.604: Operational Standards: <i>STS Called Numbers Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS users. This information must be transferred to any new STS provider.</i>	[STS] Users shall be allowed to submit a list of names and telephone numbers of people who they call regularly. Each entry would have a number and operators could call up the lists to the screen by invoking the caller's telephone number. (/FB p. 53)	Sprint offers STS users the option of maintaining a list of names and phone numbers. When the STS user requests a name, the STS CA will repeat the name and the number to user.	Verizon's STS callers can expedite their calls by providing the STS CA with the name of the desired called person. In addition, STS users can, at their option, include their names in an STS Directory so that "speech able" callers can request an outgoing call to the STS user by giving the STS CA the STS user's name. Further, STS users can access their Speed Dial list when away from their profiled ANI by using a pre-registered pass code.
Technical Standards	34.604: Technical Standards: <i>Transmission Modes</i>	Providers must furnish all necessary telecommunications equipment and software to be capable of communicating with ASCII and Baudot at any speed generally in use. Providers' service must be able to connect and communicate in all of the protocols and enhanced protocols used by the TTys distributed in CA by the DDTP at the time of this bid. (/FB p. 38)	Sprint TRS communicates with Baudot and ASCII in all speeds that are generally in use. The following Baudot codes are available on Sprint TRS' platform: Baudot 45.5, Baudot 50, Turbo Code, and E Turbo Code.
			Verizon's relay platform is capable of receiving and transmitting in ASCII and Baudot format at speeds that are generally in use.
			Nordia's system supports Voice, TTY/Baudot, TTY/Turbo code, TTY/ASCII and computer/ASCII. This system automatically determines the transmission protocol being used by the users' equipment. WCR will use TCP/IP.
			Sprint CapTel ensures that 85% of all calls
			Verizon monitors relay call traffic at Nordia through constant real time

<p><b>Standards: Speed of Answer, 85% in 10 days</b></p> <p>TRS shall include adequate staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. TRS shall, except during network failure, answer 85% of all calls placed within 10 seconds by any method which results in the caller's call being immediately placed, not put in a queue or on hold.</p>	<p>are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold.</p> <p>Abandoned calls are included in the speed-of-answer calculation.</p> <p>Speed of Answer is measured on a daily basis.</p> <p>Sprint's system is designed to the P.01 standards.</p>	<p>85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold.</p> <p>Abandoned calls are included in the speed-of-answer calculation.</p> <p>Speed of Answer is measured on a daily basis.</p> <p>Sprint CapTel system is designed to a P.01 standard or greater measured on a daily basis.</p>	<p>a minimum of every 30 minutes. On each half-hour, switching equipment generates a summary of call handling data for the previous 30 minute period which is used to develop projections for agent staffing based on time of day and day of week to ensure adequate staffing to answer a minimum of 85% of calls within 10 seconds. ASA is measured from the time a call reaches the Verizon switch and continues until the call is answered by an RO or STS CA who is ready to begin processing an outgoing call, and daily ASA includes abandoned calls.</p> <p>Verizon's switched network is designed for an overall network availability objective of 99.6 percent or better. Individual network switches, including those responsible for network call distribution, are designed to meet availability objectives of at least 99.99 percent to minimize the probability of a busy response due to loop trunk congestion. Call blocking data is provided in Exhibit 1, and answer speed data is provided in Exhibit 2. As illustrated, Verizon consistently exceeds this requirement.</p>	<p>management monitors all incoming relay call traffic on a 15 minute interval basis. Every 15 minutes, the data is fed to a feeder which is used to quickly see the stats by call type. The stats are loaded into an internal report which shows the calls offered, the calls answered, the average handle time, the average speed of answer and agent online time for every 15 minute interval for all services. Both IP and CRS calls are reported. These reports are used to build forecasted call volume trends weekly, daily, hourly and by 15 minute intervals which permit the construction of adequate staffing levels for projected call volumes to reduce possibilities of wait time during busy periods. The above calculations of the ASA include any abandoned calls encountered as well as designed to a P.01 standard.</p> <p>Nordia using these accurately projected forecasts ensures 85% of the calls are answered in 10 seconds by an available agent. The time is defined as the time the trunks receive the calls from the LEC to the time they reach the agents in production.</p> <p>CRS calls are monitored to achieve the California Relay Service standard of 3.3 seconds for voice/TTY and 7.0 seconds for STS calls.</p> <p>The CRS scope of service does not currently include VRS. In providing VRS as a separate product from CRS, however, Verizon complies with the VRS speed of answer requirement.</p> <p>Nordia monitors the above conditions daily through the use of a third party consulting service which compiles and prepares the daily and monthly data which is made available at month end.</p>
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64.604: Technical Standards: <i>Equal Access to interexchange carriers</i> TRS users shall have access to their chosen interexchange carrier through the relay operator services, to the same extent that such access is provided to voice users.	Sprint provides users with access to their IXC carrier through the Sprint Carrier of Choice program allowing for the same access that is provided to voice users.  CRS users shall have access to their choice of interLATA (interstate and intrastate) and intraLATA carriers through the relay service to the same extent that such access is provided to voice telephone users in California. (CRS IFB p.41)	CapTel users will be able to choose their IXC carrier through the CapTel Carrier of Choice program allowing for the same access that is provided to voice users.	Nordia has implemented in April 2006 a carrier-of-choice feature into its Relay systems and since then agents are able to identify the callers and calls that are requested to be process through a specific carrier. Calls are tagged with the appropriate carrier selected and kept in archive for billing.  Verizon's CRS platform allows callers access to their chosen Interexchange Carrier (IXC), to the extent that the IXC can be identified and is willing to participate in TRS, by routing those requests to a LEC tandem that has IXC trunking. At the LEC tandem the trunking is switched over to the designated IXC which is provided the Originating ANI, the Terminating ANI, Info Digits, and SS7 information including Caller ID. With that information the IXC is able to route and bill calls appropriately.

	<p>peripherals, TRS platform room environmental, CA and Team Manager consoles/terminals, CA and Team Manager work site emergency lights, call detail recording, billing, profiles and the NMS PG or equivalent will benefit from the uninterruptible power system (generator) that is composed of a first level UPS modules. A power generator, ensuring that relay operations will never be compromised by a lack of power, will provide the second level of uninterruptible power.</p>
	<p>center against power outages with an uninterruptible power supply (UPS), a battery system, and a back-up diesel generator.</p> <p>Sprint CapTel network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.</p>
<p>including uninterruptible power for emergency use. TRS shall transmit conversations between TTY and voice callers in real time. Adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.</p> <p>(//FB p. 39)</p>	<p>Sprint's network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.</p> <p><b>Service reliability</b></p> <ol style="list-style-type: none"> <li>1. The uninterruptible power system must support the switch system and its peripherals, switch room environments, operator consoles/terminals, operator worksite emergency lights and call detail recording.</li> <li>2. The switching system shall include a redundant CPU on "hot stand by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line system monitoring, real time programming capabilities which will not take the system off line, the ability to perform preventative maintenance without taking the system offline, and an inventory of spare critical components are maintained on site to ensure the required levels of service are met.</li> <li>3. Intercept messages as appropriate shall be provided if a system failure occurs</li> </ol>

<p>within the relay switch, the relay center, or on outbound circuits and the call cannot be completed or may be delayed. Voice, Baudot, and ASCII messages shall be messages on inbound circuits may or may not be under the control of the provider.</p> <p>4. Each provider shall develop a complete disaster recovery plan for dealing with all types of natural and man-made problems. The plan should detail the level of escalation which will be employed to deal with the problem and restore service. (IFB p. 40)</p>	<p>Nordia provides Hearing Carry Over (HCO) services. This service allows a user to listen directly to the called party and provide text responses through the CA back and forth. Nordia's technology allows for the user to have a "call privacy" feature whereas the CA would not hear portions of the call. In addition to this modality, Nordia also offers HCO-HCO, HCO-TTY, two-line HCO calls and HCO-VCO calls.</p> <p>Nordia provides Voice Carry Over (VCO) services. This service allows a user to speak directly to the called party and receive text responses from the CA back and forth. Nordia's technology allows for the user to have a "call privacy" feature whereas the CA would not hear portions of the call. In addition to this modality, Nordia also offers VCO-VCO, VCO-TTY, two-line VCO calls and VCO-HCO calls. Nordia provides a web-enabled product through <a href="http://www.myrelay.com">www.myrelay.com</a>. Additional services offered from the website <a href="http://www.1711.com">www.1711.com</a> allow users to connect with a called party through English and</p>
	<p>Sprint is the nation's leader in the development and offering of technological features for TRS.</p>
<p>64.604: Technical Standards: <i>Technology (Enhanced Protocols and Future Relay Technologies)</i></p> <p>No regulations etc. forth in this sub part is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to people with disabilities. VCO and HCO technology are required to be standard features of TRS.</p>	<p>Sprint is the nation's leader in the development and offering of technological features for TRS. Sprint has introduced over fifty key product enhancements including Split Screen ASCII, Customer Database, Turbo Code, E Turbo Code/Dial Through, Gated VCO, Voice call progression. Sprint provides VCO and HCO technology as standard features as well as several variations on these technologies.</p> <p>Voice Carryover and Hearing Carryover (VCO and HCO) Providers shall provide both voice and hearing carryover at the request of the user. Voice carryover allows a TTY user to speak directly to the voice user (non-TTY user) and receive the message typed back on the TTY. Hearing carryover allows a TTY-user to hear directly what the voice user is saying and type back his or her message on the TTY which will be voiced to the operator. Providers' systems shall enable VCO and HCO users to utilize both TTY modes: acoustic mode and direct connect mode. Providers' systems shall allow VCO relay users to set up the call using voice</p>

	<p>Spanish anywhere within the U.S.A. This service allows TRS users the flexibility and convenience of relaying interactively through growing and developing technology like AIM/CallMe/Wireless/web services/devices.</p> <p>VRS calls are available through Nordia's <a href="http://www.myrelay.com">www.myrelay.com</a> website and are all being handled by Communication Access Center, a certified VRS provider. For more information on CAC please consult their web site at <a href="http://www.cacdh.org">www.cacdh.org</a>.</p>	<p>Nordia, through its partnership with GoAmerica, an emerging provider in the expanding market of telecommunications services, has helped launch their innovative wireless and wireline access methods to both text and video relay services marketed under its i711® brand.</p> <p>Nordia is constantly working on adding new features and services however due to competition this information cannot be divulged at this time.</p>	
<p>communication with out the TTY transmission that is normally required to set up the relay call. Providers systems shall enable the VCO or HCO user to transmit or receive the spoken portions of the call in private (the relay operator shall not be able to hear these portions of the call) when requested by the user.</p> <p>(IFB p. 42)</p>	<p>1. Operators will leave messages on answering machines or other voice processing systems if the voice or TTY caller activates one while making a call. Procedures for leaving a message shall include the following steps:</p> <ol style="list-style-type: none"> <li>The relay operator will inform the caller when an answering machine has been reached.</li> <li>When the relay caller is a TTY user, the operator will try to retrieve the entire voice message and to convey the message in its entirety to the caller. If the operator is not successful in retrieving and conveying the entire message, the operator</li> </ol>	<p>CAs keep the user informed and notify of the presence of recorded messages and interactive menus. CA positions have hot key functionality that electronically capture recorded messages and retain them for the length of the call.</p> <p>Sprint does not charge for any additional calls necessary to complete call involving recorded or interactive menus.</p> <p>Sprint was the first provider to process pay-per-calls (Texas, 1996).</p> <p>b. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls which must be made by the relay user in order to complete</p>	<p>Sprint CapTel supports pay-</p>

		per-call call types.	Functional Standards
calls involving recorded or interactive messages. Relay services shall be capable of handling pay-per-call calls.	<p>will ask the caller if the operator should call again in an attempt to retrieve and convey the remainder of the message. When the relay caller is a voice caller, the operator will relay the answering machine message in its entirety to the caller.</p> <p>c. The relay operator will ask the caller if he/she wishes to leave a message.</p> <p>d. The relay operator will leave the caller's message either by voice or by TTY.</p> <p>e. The relay operator will confirm to the caller that a message has been left.</p> <p>f. The caller will be charged for only one call (the last call) regardless of number of calls required to retrieve and convey the answering machine message and/or to leave a message.</p> <p>2. Operators shall retrieve voice and TTY messages from voice processing systems and answering machines and relay a TTY message to a voice user or a voice message to a TTY user. If more than one call to the answering machine or voice processing system is required to retrieve the entire message, the caller will only be charged for one call.</p> <p>(IFB p. 46) See attached 2<sup>nd</sup> Amendment to Master Agreement.)</p>		

<p><b>34.604: Functional Standards:</b> <b><i>Consumer Complaint Logs</i></b></p> <p>i) States and Interstate providers must maintain a log of consumer complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.</p>	<p>All Complaints receive db by supervisors or in writing shall be documented, including their resolution, and kept on file and available to the DDTTPAC and CRSAC upon request. (<i>IFB p. 48</i>)</p> <p>Providers shall submit monthly summary reports to the program indicating major topic areas of complaints and numbers of complaints received in each area. (<i>IFB p. 52</i>)</p>	<p>Sprint maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.</p> <p>Sprint provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31<sup>st</sup>.</p> <p>Sprint has submitted annual summary of Consumer Complaints log report:</p> <ul style="list-style-type: none"> <li>June 1, 2002-May 31, 2003</li> <li>June 1, 2003-May 31, 2004</li> <li>June 1, 2004-May 31, 2005</li> <li>June 1, 2005-May 31, 2006</li> <li>June 1, 2006-May 31, 2007</li> </ul>	<p>Verizon complies. Annual filings are available at the FCC.</p>	<p>Sprint CapTel maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.</p> <p>Sprint CapTel provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31<sup>st</sup>.</p>
<p><b>34.604: Functional Standards:</b> <b><i>Contact or office for filing consumer complaints</i></b></p> <p>i) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received or the 12 month period ending May 31 to the Commission by July 1 of each year.</p>	<p>Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received or the 12 month period ending May 31 to the Commission by July 1 of each year.</p>	<p>1. The providers must establish procedures for receiving and responding to complaints, inquiries and comments regarding CRS services. These procedures must allow for appeal to the DDTTPAC through the CRSAC and must describe the CPUC appeal procedure as well. These procedures shall be explained in appropriate CRS outreach or informational material. (<i>IFB p. 48</i>)</p>	<p>Sprint provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.</p>	<p>Sprint CapTel provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.</p>
				<p>DDTPP complies with this requirement.</p>

<p>address, and physical address to which correspondence should be sent.</p> <p>(ii) Beginning on June 30, 2000, providers of intrastate TRS and relay providers having state contracts must submit to the Commission a contact person or office for TRS complaints about a provider's service. This submission must include, at a minimum, the name and address of the state office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, and physical address to which correspondence should be sent.</p>	<p>Nordia has used a wide spectrum of media tools and materials that include but are not limited to brochures, flyers, business cards, wallet cards, stickers, magnets, pens and other materials. Other strategies have included Phone numbers published in local, regional and national directories</p> <p>Workshops and displays at conferences Advertising in strategic consumer and business newsletters</p>
<p>Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of TTY</p> <p>Sprint regularly provides 711 dialing numbers in phone directories to assure that callers are aware of all forms of TRS.</p>	<p>The CRS toll-free access numbers and instructions for using CRS are available in telephone directories, and directory assistance services have the numbers available upon request. Verizon has a team of outreach and education staff who are strategically located in California. The outreach team initiates, conducts and participates in activities throughout the state focusing primarily on educating the general public and "non-traditional" or potential relay users, such as people who are hard of hearing, late deafened, elderly and speech disabled, about CRS and the availability of 711 access to the service. CRS and CA STS brochures describing the service and identifying access numbers and contact persons, are distributed at community events</p>
<p><b>64.604: Functional Standards: Public Access to Information</b></p> <p>Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and in incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public....</p>	<p>1. Providers are required to publish at their own expense their CRS access numbers in all local exchange company telephone directories in California. The numbers must be listed under "California Relay Service" with a referral listing under "CRS," stating "CRS –see California Relay Service."</p> <p>Providers may also assure that callers in their service areas are aware of CRS availability and use through disseminating information in periodic bill inserts.</p> <p>(/FB p. 48)</p>

			and placed in strategic locations throughout the state.
64.604: Functional Standards: Rates	CRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as duration of the call, the tie of day, and the distance from the point of origination to the point of termination. <i>(IFB p. 47)</i>	Sprint TRS users pay rates no greater than the rates paid for functionally equivalent voice communication services.	Verizon complies with this requirement for interstate long distance calls carried by Verizon, and passes other billing records to the appropriate carrier for customer billing to ensure that CRS users pay rates no greater than those paid for functionally equivalent voice calls. <i>(IFB p. 47)</i>
64.604: Functional Standards: Jurisdictional Separation of Costs	(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulation adopted pursuant to section 410 of the Communications Act of 1934, as amended. (ii) Cost Recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction....  (iii) Telecommunications Relay Service Fund. Effective July 26, 1993, an Interstate	CapTel users pay rates no greater than the rates paid for functionally equivalent voice communication services.	Nordia's charges for relay services are no more than the charges paid for equivalent voice calls. With a very competitive rate of 10 cents per minute for interstate calls as well as affordable international calling rates (which vary by country) callers are only billed for conversation time. Those users who select a preferred interstate carrier of choice via the California Relay Service, will be charged and invoiced by the selected carrier.
			Nordia reports all intrastate and interstate minutes distinctly to the State of California and is stated on the invoice monthly. All international minutes are billed to NECA. All payment and recovery minimum standards are met by Nordia.

Cost Recovery Plan...shall be administered by an entity to be selected by the Commission.